GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2123
ANSWERED ON:06.08.2001
COMPLAINT AGAINST TELEPHONE DEPARTMENT
BHAVNA DEVRAJ CHIKHALIA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of complaints received against the telephone department in Junagadh and Jamnagar regions received during each of the last two years, and

(b) the details of action taken thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) The details of complaints received against the Telephone Department in Junagadh and Jamnagar regions during each of the last two years are given in annexure.

(b) The details of action taken thereon are as follows:

1. Underground cables are being laid in the non-feasible are as to provide new telephone connections and shift cases.

2. The billing cases have been investigated and rebate granted.

3. Behavioural training to staff ahs been given to be more courteous towards public.

4. The laying of optical fibre cables is being expedited. 90% of exchanges have been provided with reliable media. The work for remaining exchanges is in progress and expected to be completed by end of March 2002.

5. New exchanges have been planned based on pending demands.
6. The fault prone telephone areas are being rehabilitated. The work of opening of 5 pair Distribution Points has already been taken on hand. The subscriber fitting work is also being carried out.

7. (a). Jamnagar :- One Commercial officer was transferred and one minor penalty charge sheet was issued to one officer.
(b). Junagadh :-

(i) In one case recovery was ordered from contractor, who has printed directory.

(ii) Two officials were issued major penalty charge sheets.

(iii) In one case, the contractor who had laid the cable at less depth and without bricks was paid proportionate amount and the amount was deducted for not having carried out work as per specification. Also action is being initiated against the officer involved in passing incorrect bills.

ANNEXURE

DETAILS OF CMPLAINTS RECEIVED IN JUNAGADH AND NAMNAGAR REGIONS DURING EACH OF LAST TWO YEARS

SL. NO.	TYPE OF COMPLAINT	PERIOD JULY 1999 TO JUNE 2000		PERIOD JULY 2000 TO 2001	
		JAMNAGAR	JUNAGADH	JAMNAGAR	JUNAGADH
1	Delay in provision of New Telephone Connection	50	910	267	830
2	Delay in shift	17	20	52	10
3	Billing complaints	25	35	72	21
4	Behaviour complaints	01	35	02	28
5	Request for Optical Fiber system	07	496	09	267
6	Opening of New Exchanges	08	Nil	05	Nil
7	Relating to faults duration	195	641	395	643
8	Corruption and malpractice	02	37	01	48
	TOTAL	305	2174	803	1847